

displaying at least one question, as a function of the initial problem;  
displaying a first set of recommended actions, as a function of the initial problem;  
reading data values from the work machine in response to a user request;  
receiving an answer from the user to the at least one question; and,  
displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and another set.

17. A computer based method for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

receiving from a user, a description of an initial problem related to the work machine;  
displaying at least one question, as a function of the initial problem;  
displaying a first set of recommended actions, as a function of the initial problem;  
receiving an answer from the user to the at least one question;  
reading data values from the work machine in response to a user request;  
displaying a second set of recommended actions as a function of the initial problem, the read data values, and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and another set; and,  
providing a graphical user interface for operation by the user.

21. A computer based method, for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

receiving from an user, a description of an initial problem related to the work machine;  
displaying at least one question, as a function of the initial problem;  
displaying a first set of recommended actions, as a function of the initial problem;  
reading data values from the work machine in response to a user request;  
receiving an answer from the user to the at least one question;  
displaying the answer provided by the user;  
displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set;  
\* displaying a confidence level associated with each recommended action in the first and second sets of recommended actions; and,  
providing a link to information related to the work machine in an external source.

22. A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

an external source containing service information related to the work machine;  
a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source; and

wherein the diagnostic advisor tool is adapted to receive, from the user, a description of an initial problem related to the work machine, display at least one question, as a function of the initial problem, display a first set of recommended actions, as a function of the initial problem, read data values from the work machine in response to a user request; receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one

question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.

44. A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

an external source containing service information related to the work machine;

and,

a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source;

wherein the diagnostic advisor tool is adapted to receive, from the user, a description of an initial problem related to the work machine, display at least one question, as a function of the initial problem, and display a first set of recommended actions, as a function of the initial problem; to read data values from the work machine in response to a user request, to receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set; to display a confidence level associated with each recommended action in the first and second sets of recommended actions; and to provide a link to information related to the work machine in an external source.

45. A computer program product for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, the computer program product comprising a computer usable storage medium having computer readable program code means embodied in the medium, the computer readable program code comprising:

computer readable program code means for receiving from a user, a description of an initial problem related to the work machine;

computer readable program code means for displaying at least one question, as a function of the initial problem;

computer readable program code means for displaying a first set of recommended actions, as a function of the initial problem;

computer readable program code means for reading data values from the work machine in response to a user request

computer readable program code means for receiving an answer from the user to the at least one question; and,

computer readable program code means for displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.